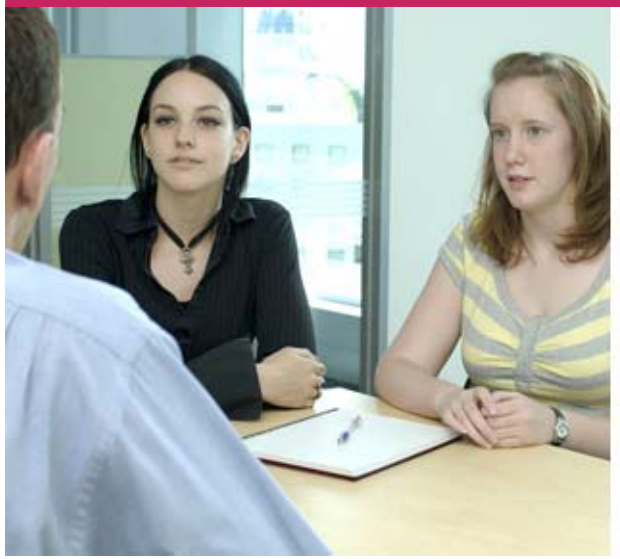
human. services







DHS Future IT Direction

Supporting Agencies on IRIS and CRIS/SP

Grahame Coles, CIO

18 September 2013

State Government Victoria

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1. Current IT Trends

:: Social ::

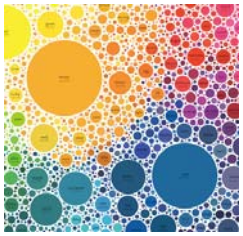


Users want to connect, communicate and collaborate to improve they way they do things

:: Mobile ::

Users want to consume, create services from their mobile devices





Big Data/Information: Users want to analyse data and information quickly and easily to improve decision-making

:: Data ::

Cloud: Users want to leverage the wisdom of the crowd to lower cost of ownership



:: Cloud ::

2. Service Sector Reform

Department of Human Services

VCOSS Victorian Council of Social Service

The Victorian Government commenced a project led by **Professor Peter Shergold** to review how Government and the service sector work together to improve the lives of vulnerable Victorians.

Reform of the service sector is looking to assist Government and the service sector as a whole to:

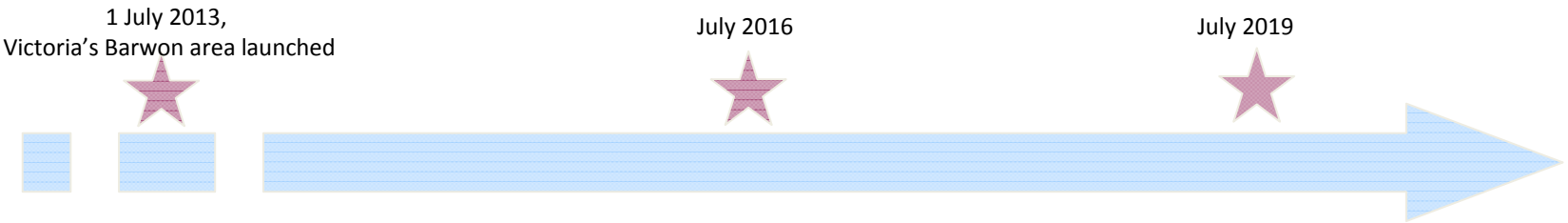
- adjust to increasing cost and demand pressures;
- strengthen government's relationship with the sector;
- reduce the regulatory burden; and
- improve the sector's structure, skills, governance and accountability arrangements.

Final stages of publication of the Service Sector Reform 2013 Report

3. DisabilityCare Australia

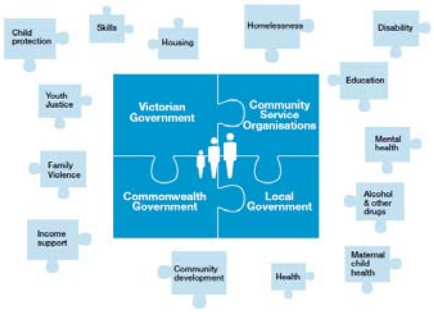
The launch of the National Disability Insurance Scheme – Disability Care Australia

- 1st July 2013 @ Victoria Barwon Area.
- This is a major change for our clients, service providers, the department and for staff. Over the launch period, 5,000 clients in the Barwon area will receive their support from DisabilityCare Australia.
- Covers three major milestones with the first already commenced. Subsequent milestone in July 2016 and July 2019.

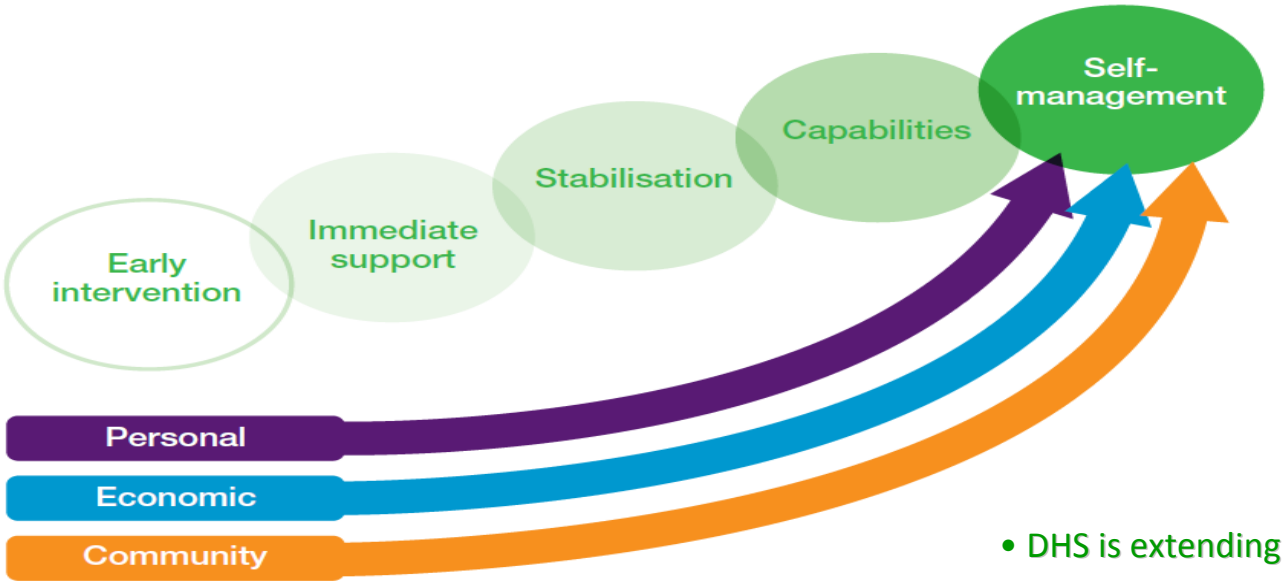


disabilitycare Australia

4. Services Connect



Our vision is for integrated human services in Victoria, designed to connect people with the right support, address the whole range of a person's or family's needs, and help people build their capabilities to improve their lives.



Where are we?

- DHS is extending the pilot sites from 2-6
- Developing a business case

5. Single Client View

Aim of the Single Client View capability is to provide a single client and household view across all portfolios that supports improved client outcomes



The increasing complexity of service delivery requires that DHS delivers and manages services efficiently and sustainably with a focus on improved support for client outcomes.

Supporting a holistic view of clients, including client details, relationships, current & historical services and a unified care plan across all services delivered by DHS.

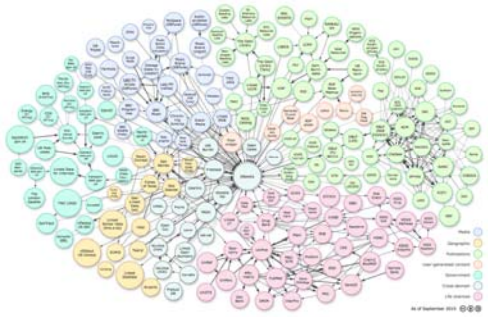
6. Data Sharing for better client outcomes

Agency Considerations

- Would you get better client outcomes through changing how we share data?
- What is the value to your organisation to share data?
- What is the implication on client consent if there is full data sharing?
- How much data does the sector want to share?



Data Collection



CRIS/SP

Supporting IRIS
is not a
long-term option

Industry standard CRM



Decision on data sharing assist to inform the direction of future system/(s)

7. Next Steps

- Continue to work through options around sector data sharing for better client outcomes
- Review system solutions that support the preferred data sharing model



Supporting Victorian in need to build better lives and achieve their potential

better client outcomes
aspire • act • achieve